

Reopening Review for Site Based Teams

Adapting to Covid19

Reopening Review for Site Based Teams

As we emerge from the pandemic of Covid19 there are a number of recommendations for all our site based teams to help manage cleaning and security regimes as well as responses to customer behaviours post Covid 19.

The pandemic has underlined the importance of thorough cleaning regimes and with the virus detectable on surfaces for up to 2 or 3 days it's important that cleaning regimes are **adapted to prevent the spread of the virus and protect against future outbreaks.**

Colleague and customer confidence is key to prevent further impact as a result of the crisis. The facilities teams will be at the forefront of this and the cleaning team a vital asset in the function of any building.

As restrictions are relaxed or lifted there may still be the requirement for social distancing, so procedures such as FAWW (First Aid at Work) may need to change.

It is important that we remember the well being of all colleagues as we start to return to work. This has been a worrying time and people will no doubt have been impacted in a number of ways.

As we move forward there will still be change and uncertainty as the economy needs time to recover.

The Westgrove team are here to support you in a number of ways.

Please contact your Business Manager or the HR Team if you have any concerns. Look out for updates via the Westgrove Community Newsletter.



Pre Opening Checklist

To assist in the reopening of buildings to colleagues and members of the public we have created a pre-opening check list (an example is overleaf).

An electronic copy can be obtained from your Business Manager who will discuss in more detail with you and adapt to your particular site. Before starting the checklist, please talk to our Partner on site to check if they would like to have input and, once completed, make sure you give them a copy for their records and to agree any actions. Pre opening-first aid procedure has been adapted and sent to all sites.

Key considerations for pre-opening are:

- **TALK TO YOUR TEAM**

The recent crisis has been difficult for everyone and many colleagues have been self isolating or furloughed. They may be struggling with their mental health or be feeling anxious. Colleagues may have been personally impacted by Covid19. It is important to chat to your team and encourage them to talk to each other.

If they need further help they can contact Retail Trust - this is FREE and confidential.

A purple banner for Retail Trust wellbeing services. It features the Retail Trust logo, contact information, and a photo of a smiling family.

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retailTRUST

Free and confidential wellbeing services
24 hours a day, seven days a week.

0808 801 0808 | Text HELPLINE to 88008*
*Network charges may apply

helpline@retailtrust.org.uk

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- **DISCUSS ANY CONCERNS**

with your Business Manager. You may be worried about how to clean areas properly or how to approach a first aid situation in the future. Your Business Manager will be able to help and advise you.

- **ROTAS AND WORKING PATTERNS**

These may not get back to normal straight away as it may take time to build the team back up as centres / sites reopen slowly. You will need to speak with your Business Manager to agree weekly hours.

- **USE THE PRE-OPENING CHECKLIST**

to help you cover all areas and ensure nothing is forgotten.

NO		Comments	Colleague nos Required to complete task	START DATE	END DATE	ACTION BY WHOM
CLEANING TASKS						
1	Control room	Keyboards, CCTV equipment (screens, keyboards), Floors, Computers, Radios, Notice boards, Files, Desks, Chairs, Key Cabinets				
2	Mall	Mall Floors, Touch Points, Bins, Windows, Sitting Areas, Plant Areas				
3	Customer Toilets	Touch Points, Cubicles, Basins, Floors, Walls				
4	Well Fare Areas	Work Surfaces, Table & Chairs, Sinks, Cutlery & Crockery, Walls, Floors, Fridges and Microwaves				
8	Colleague Toilets	Touch Points, Cubicles, Basins, Floors, Walls				
9	Coridors	Touch Points, Walls, Doors and door furniture, Floors, Notice Boards				
10	Service Desks	Work Surfaces, Desk & Chairs, Computers, Files				
11	Keys	All keys and doors must be numbered and recorded and handled over from day to night shifts. A record of all key must be up to date and recorded in the key box.				
12	Uniform	Ensure all Colleague's uniform is washed and cleaned prior to starting shifts back from Furlough				
MECHANICAL & ELECTRICAL						
13	Fire alarm	Check for any faults, conduct tests on some call points				
14	Sprinklers	Complete bell tests where applicable				
15	Lifts	Check lifts are working, including emergency alarm call buttons				
16	Escalators	Check escalators are working correctly, including emergency stops				
17	Automatic doors	Check all doors are working correctly, including sensors				
18	CCTV	Check times (summer time hours) and that systems are working correctly				
19	Access and egress points	Check that all automatic barriers, bollards, shutters etc are working correctly				
MACHINERY & EQUIPMENT						
20	Sphere handsets	Fully charged and operational				
21	Machinery	Fully charged and operational				
22	Compactors	Check compactors for homeless people etc before being fully operational				
23	Bale machines	Check bale machine chamber for homeless people before being fully operational				
24	Waste bins	Check all waste bins to ensure no homeless people				
SERVICES						
25	Toilet	Disinfect public toilets and baby changing rooms. To include all handles, dispensers, taps, hand driers				
26	Air Fresheners	Air fresheners turned back on				
27	Lifts	Disinfect all call buttons, internal and external				
28	Escalators	Disinfect all handrails whilst escalators are operating				
29	Manual doors	Disinfect all handles				
30	Balustrades	Disinfect all balustrades				
31	Rest rooms	All rest rooms fully disinfected				
32	Ancillary equipment	All machines on mall such as kiddie rides, photo booths etc fully disinfected				
CAR PARKS						
33	Barriers	Access and egress barriers fully operational, included tickets replenished				
34	Intercoms	Intercoms fully operational				
35	POF machines	Change in tubes fully stocked				
36	Deep clean	Disinfect all touch buttons				
37	Stair cases	Disinfect all handrails				
MATERIALS						
38	Chemicals	Ensure there is sufficient stock available until next order				
39	Materials	Ensure there is enough stock of mops, cloths etc				
40	Consumables	Ensure there is sufficient stock available until next order				
COLLEAGUE COMMS						
41	Lone Working	Ensure lone worker check calls are in place as previous				
42	ToolBox Talk	To welcome back furloughed colleagues and set the cleaning regime				
43	First Aid	Ensure trained First Aiders have been provided with First Aid guidance				
44	Holidays	Explain to colleagues that holiday entitlement will not be lost and can be carried over				
45	Rosters	Ensure rosters are updated and shared with the team at least weekly				
46	PPE	Check PPE requirements				

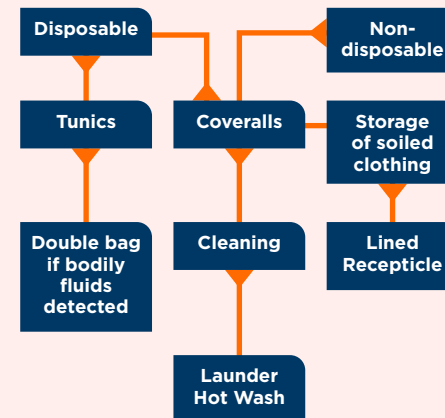
COLLEAGUES	OVERALL AREAS OF CONSIDERATION & RESPONSIBILITY (note dutes carry over from 25% to 50% to 75%)			Tenant Occupation - 25%	Tenant Occupation - 50%	Tenant Occupation - 75%	Fully Operational
	RESOURCING 1. How many colleagues do you need? 2. When do you need them? 3. Design Rotas & Evacuation procedures for each stage of Occupation; 25%, 50%, 75% & fully operational	DUTIES 1. What cleaning duties are required? 2. What duties are required of security? 3. How will colleagues deal with first aid incidents?	ENSURE COLLEAGUES HAVE: • Pin Numbers • Laundered Uniform • Westgrove ID • SIA Badges • Name Badges	Issue Rota for reduced resource	Re-train furloughed	Prepare for full opening: • Staffing • Training • Deep Cleaning • Likely security issues • PPE • Welfare issues • Daily duties	Security: Queue Management in Centre now essential
	PPE 1. What PPE is needed? 2. What PPE is available? 3. Do you have enough PPE?	COLLEAGUE WELFARE ISSUES 1. Social distancing 2. Toilet facilities 3. Changing facilities 4. Breaks	TRAINING 1. When will Re-training take place? 2. Who will train colleagues? 3. Signed Documentation	Maintain social distancing of all	Security to be mindful of increased incidents due to queue in centre		All colleagues back to normal duties
				Create daily duties sheets for all	Adjust daily duties of colleagues to meet needs	Ensure colleagues have: • Pin Numbers • Laundered Uniform • WG ID • SIA Badges • Name Badges	Monitor use of PPE and assess for future need
				Manage & assign Evacuation duties			
				Security high visibility			

CENTRE PHYSICAL	OVERALL AREAS OF CONSIDERATION & RESPONSIBILITY (note dutes carry over from 25% to 50% to 75%)				Tenant Occupation - 25%	Tenant Occupation - 50%	Tenant Occupation - 75%	Fully Operational
	FRONT OF HOUSE (FOH)	BACK OF HOUSE (BOH)	SERVICE AREAS	STORES / TENANTS				
	<ul style="list-style-type: none"> • Public Toilets • Shop Floor / Malls • Car Parks • Stairs • Escalators • Lifts • Shutters • Doors • Bollards 	<ul style="list-style-type: none"> • Management Suite • Control Room • Crew Room • Machine Room • Store Rooms • Store Cupboards • Corridors • Stairs • Toilets 	<ul style="list-style-type: none"> • Goods Lifts • Corridors • Stairs • Loading Docks • Loading Bays • Gates 	<ul style="list-style-type: none"> 1. Categorise stores by type 2. List which types of stores will re-open in order from first to last 3. Base plan of action on projected rate of Occupation. 	<ul style="list-style-type: none"> Sanitise all touch points & surfaces FOH & BOH 	<ul style="list-style-type: none"> Increase General cleaning duties FOH to guard against slips & Trips 	<ul style="list-style-type: none"> Decide if and for how long public toilets will open? Allow time to clean & sanitise Public Toilets 	<ul style="list-style-type: none"> Sanitation carried out Pre & Post trade
					<ul style="list-style-type: none"> Sanitise all areas/ items in STAFF TOILETS 	<ul style="list-style-type: none"> Regular patrols to Monitor & remove rubbish build-up BOH 	<ul style="list-style-type: none"> Consider Social distance Management in Toilets 	<ul style="list-style-type: none"> Close toilets early to allow for sanitisation
					<ul style="list-style-type: none"> Sanitise all touch points in Service Areas 	<ul style="list-style-type: none"> Check all areas for cleaning needs 	<ul style="list-style-type: none"> Prepare for opening of Cafe's 	<ul style="list-style-type: none"> Stage 2 + Normal cleaning duties
					<ul style="list-style-type: none"> Carry out Fire tests of open tenants 			

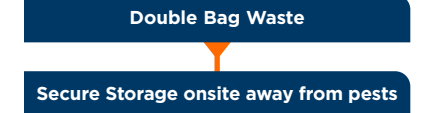
CENTRE OPERATIONS	SAFETY	OPERATIONS	GENERAL		Tenant Occupation - 25%	Tenant Occupation - 50%	Tenant Occupation - 75%	Fully Operational
	FIRE SYSTEM	WASTE SYSTEM	EQUIPMENT	PHYSICAL CHECKS				
	<ul style="list-style-type: none"> • Fire Panel • Mimic Panel • Manual Call Points • Sprinkler system • Wet Riser System • Auto Fire Doors • PA System • Extract Fans • Fire Curtains Sounders & Beacons 	<ul style="list-style-type: none"> • Bailers • Compactors • Waste Bins • Waste Storage 	<ul style="list-style-type: none"> • Cleaning • Machinery • Cleaning equipment • CCTV system • PA System • Radios • Phones 	<ul style="list-style-type: none"> • Building Checks • Fire System • Common areas • Tenants Fire Checks • Water Flushing regime • Electrical Checks • Machinery Checks 	<ul style="list-style-type: none"> Revise Evacuation procedures for reduced staffing; see colleague section 	<ul style="list-style-type: none"> Assess Waste Management needs based on Waste system usage 	<ul style="list-style-type: none"> Prepare for increased waste production Consider waste collection before full opening 	<ul style="list-style-type: none"> Manage Deliveries using time slots
		WASTE MANAGEMENT			<ul style="list-style-type: none"> Decide on type & frequency of Physical checks & implement 	<ul style="list-style-type: none"> Check all waste systems for vagrants before use 	<ul style="list-style-type: none"> Check all systems are fully operational 	<ul style="list-style-type: none"> Enhanced Delivery, Waste Management & Waste systems Control will be Crucial during first two weeks
					<ul style="list-style-type: none"> Carry out Equipment checks 	<ul style="list-style-type: none"> Place orders for Cleaning Equipment ready for full opening 	<ul style="list-style-type: none"> Prepare for additional waste storage 	<ul style="list-style-type: none"> Normal Physical and Safety checks
					<ul style="list-style-type: none"> Waste Management Decrease frequency of collections 	<ul style="list-style-type: none"> Prepare for increase in deliveries 	<ul style="list-style-type: none"> Check all equipment fully charged or Operational 	<ul style="list-style-type: none"> Monitor equipment use and assess for future need
					<ul style="list-style-type: none"> Ongoing Customer Service messaging 	<ul style="list-style-type: none"> Prepare for increase in Contractors on site 	<ul style="list-style-type: none"> Increase physical checks 	
	EVACUATION PLANNING	DELIVERY MANAGEMENT	FUTURE PROOFING					
	<ul style="list-style-type: none"> Design Evacuation plan using minimum possible staffing 	<ul style="list-style-type: none"> CUSTOMER SERVICE Media, Social media & Tenant Messages 	<ul style="list-style-type: none"> 1. What lessons have been learned 2. Highlight Strengths/Weaknesses 3. Review Emergency Operations 					



CLOTHING



INFECTION SUSPECTED Store until infection confirmed or cleared



INFECTION CONFIRMED

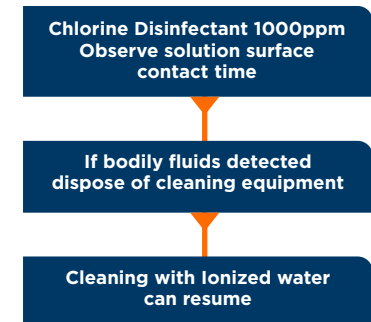


HARD SURFACES

1st Stage Clean REMOVE GRIME

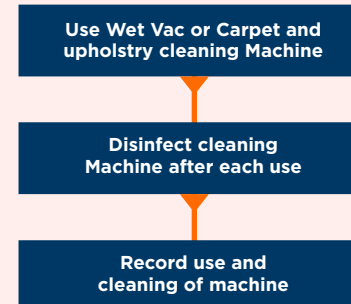


2nd Stage Clean DISINFECT

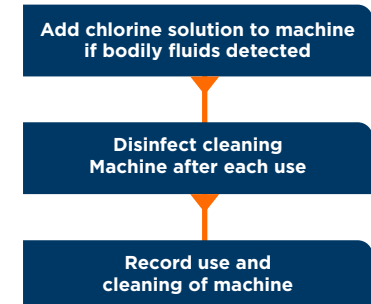


SOFT SURFACES

1st Stage Clean REMOVE GRIME



2nd Stage Clean DISINFECT



Enhanced Cleaning Regime Guidance

This sets out some considerations in how we need to change our approach to cleaning now and in the future. As time goes on and we return to normal it is critical we continue to clean in a way that protects ourselves, colleagues, visitors and members of the public.

Through the crisis there have been calls for cleaners to be classed as key workers. **Please remember how important the cleaning team are** not just to the appearance of a building but the safety of it as well. In some cases cleaning hours have been reduced and it's important to use cleaning hours to clean effectively and efficiently.

Deep Cleaning

Ensure that the site is ready for reopening by completing a deep clean. This can either be provided by an external company who can complete a fogging clean, touch point or decontamination clean, or via the internal team.

If an internal team is undertaking a deep clean please refer to the **Deep Clean Guidance** we have provided for you with the correct PPE and areas to clean. In a deep clean you will be focusing on killing bacteria and this requires a disinfectant solution.

- Cleaning refers to the removal of germs, dirt and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading the infection.
- Disinfecting refers to using chemicals, i.e. suitable disinfections, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing the germs on a surface after cleaning, it can further lower the risk of spreading infection.

To maintain hygiene and prevent further breakouts, deep cleaning should be part of every cleaning regime. As well as looking clean, the focus should be the well being of all users of the building.

Please look at how you can schedule in regular deep cleans to key areas.



Cleaning Frequencies

Ensure that cleaning frequencies are consistent throughout the day and especially at busy times such as lunch times when contamination levels will be increased. Focus on high frequency touch points such as door handles, lift buttons, balustrades etc and ensure that products are used that will kill bacteria. Be visible! It is reassuring to see the cleaning team on the mall.

- Check your current cleaning schedule - how can you adapt it to increase / decrease tasks as appropriate
- **General offices**
Twice per day, use a disinfectant for desks, door handles & general touch points.
- **Public areas**
Cleaned with a disinfectant product as a minimum twice per day - but more for highly frequented footfall areas. Cleaning colleague to assess during regular routine and inspection.
- **Door handles, waste bins, lift call buttons, turnstiles, handrails, lift doors, touchscreens, escalator handrails and keypads in office areas and meeting rooms**
To be cleaned minimum twice per day but more for highly frequented footfall areas. Cleaning operative to assess during regular routine and inspection.
- **Restroom / Public Toilets**
Cleaning in line with current checking regime but a minimum of hourly check and cleaning with a disinfectant product. Focus on doors, handles, flush points Hand driers taps and basins.
- **Floor Mats**
Cleaned weekly by matting provider, or on site using current products.

- **Hard floors**

Cleaned daily with a damp mop using a suitable product followed by scrubber drier - NO chemicals to be used in scrubber drier. Tersano Lotus Pro water CAN be added into machines (see product recommendations).

- **Fogging Procedures**

Fogging can be carried out in welfare areas, toilet facilities etc although if regular cleaning with a disinfectant is undertaken this will reduce the requirement. This would be an additional cost and is not included in general specification cleaning and could be scheduled in on a periodic basis.

- **Sanitisation Checks**

Installing of a swab test machine and periodic testing to check bacteria levels in order to change and adapt cleaning regimes accordingly.

“ We would recommend that all colleagues on site undertake the ‘touchpoint’ cleaning regardless of their role including security colleagues on patrols around the building ”

Product Recommendations

- Our preference and recommendation is **Chemical Free Cleaning** by using the Tersano Lotus Pro system as this quickly kills **99.999% of harmful viruses and bacteria** including E-coli, Salmonella and MRSA.
- Where the system is NOT installed, we recommend:
 - **Selgenie Extreme** which is independently proven to kill the Norovirus, HIV, Hepatitis C and H1N1 Influenza viruses. Also certified to kill Clostridium difficile, MRSA and common food poisoning bacteria including Salmonella typhimurium, Listeria monocytogenes and Escherichia coli.
 - **Selgenie Ultra** for damp mopping of hard floors prior to using a scrubber drier.



- Whilst we recommend using the above products, site should refer to O&M manuals where available, if not available then test cleans should be undertaken to confirm suitability.
- **Colour coded microfibre cloths** should be used to avoid cross contamination. Washed on high temperature wash setting after each use and replaced at least monthly.
- We would recommend use of an **internal monitoring system** which can track footfall into specific areas and alert the need for a clean when a predetermined condition has been met, i.e. x number of visitors in the area or the temp reaches x degrees.
- Replacing current cleaning products with a bactericidal, viricidal cleaner ensure no additional resource is required as sanitisation would take place at the point of general cleaning.



Dealing with Coronavirus (WNCov) in the UK

Decontamination Services

To get your premises ready for re-opening to your teams or members of the public, ensure that you have the highest levels of sanitation through one of the following cleans.

These cleans will provide proactive support to the existing cleaning team by sanitising touch points such as doors, vending machines, reception areas, rest areas, break out areas, hot desks etc.

ULV (ultra-low volume) Disinfection and Fogging

Use of PX-ULV Disinfectant is effective against bacteria, viruses and fungi. Specially formulated for use in human dwelling/office situations where viruses pose a risk.

- Use of this product will help protect workers against the harmful impact of viruses. Can be undertaken within hours of an office environment being needed for use.

Touch point cleans

Chlorine based chemical to clean all hard surfaces, all screens, computers and keyboards.

- 24 hours required before an area is ready for use.

“The Westgrove Group will ensure that your offices are a safe and sanitised area for your team.”

For more information: Telephone 01925 414190 Email enquiries@westgrove.co.uk Web www.westgrove.co.uk

Decontamination cleans

Steam clean of soft furnishings, extraction cleaning of carpeted areas where appropriate, full deep clean of all areas including clean of high level signage, light fittings etc. 24hrs required before an area is ready for use.

- Cost on application - see overleaf for details. Early booking discounts available to secure the date for your clean. Isolation of security alarms, smoke head isolation and fire alarms is required for the duration of the clean and setting period.



Sanitisation Stations

A must for retail environments to create a sense of reassurance for visitors and to encourage people to stay safe.

Stations, which can be placed at entrances, can be changed and come in single or multiple stations. Wall mounted versions are also available.

- Compact free standing
- Double sided free standing
- Multiple free standing
- Wall mounted (x3)

Please allow 5 - 7 days for delivery

Specialist Equipment

To enhance cleaning regimes we have identified some of the latest innovative products available on the market.

No Spray/Max 15 Litre

The Glorox Total 3500 Electrostatic Sprayer

Fogging machine

RMAP M400 Sanitiser (sanitises large surfaces in a short time, up to 12,000 sqm)

Industrial steamer Steamer 314

All the above would need to be provided with working chemicals

Cost on application see overleaf for details



Enhanced Cleaning Methods

Purex & Microkill

Westgrove provide cleaning chemicals with both cleaning and sanitising properties. To prevent the potential spread of infection with additional environmental benefits we would recommend considering the Purex system which can be used in conjunction with Microkill to thoroughly disinfect areas. Key benefits include:

- Increased Odour: No COSH requirements
- Cooler Workplace: Purex absorbs dirt and contamination
- Heavier Environment: No risk from chemical vapours
- Environmentally friendly: Zero chemical waste and no packaging waste as product is produced on site
- Reduced running cost compared to traditional cleaning methods
- Micro kill: cleans and sanitises all porous surfaces

Cost on application see overleaf for details



Tersano Pro

As used in the healthcare sector, Tersano Pro Sanitiser is a stabilised Aquaguard (SAP) which kills 99.99% of harmful bacteria and can be used safely throughout your premises sanitising, cleaning and deodorising all areas.

- Two choices of unit - Tersano Pro unit or Tersano Mini
- No respiratory issues - unlike chemicals, SAP has no fumes to respiratory issues such as Asthma
- More effective than bleach - in an environment where infection control is absolutely essential, SAP kills 99.99% of harmful bacteria and is even more effective than bleach
- Good for COC (Core Quality) (Commissioning) ratings - many of our clients who already using the Tersano Pro have been graded 'Good' or higher in their COC ratings
- Certified food safe - SAP has been tested as food safe and has its BRCGS and EHEDG Certification making it suitable for kitchens

Cost on application see overleaf for details

Zoona

Zoona significantly reduces the spread of harmful bacteria and viruses, the innovative technology will last up to 80 days on treated surfaces and up to 24 hours on skin. This is truly the next generation of antimicrobial technology.

The products available are the Zoona 20, Antibacterial, surface protector and Zoona 200, 24 Hour Sanitiser. Both are available in either 2 litre bottles or 1000 litre containers.

Cost on application see overleaf for details

Purehold

Purehold PRO is a unique, revolutionary push door hygiene handle that automatically dispenses sanitising gel onto the user's hand.

The PRO handle is ideal for use in all staff public toilets to ensure that hand hygiene is enforced. For use alongside the Purehold PRO and Purehold PUL, the Purehold PUL is a self-cleaning antibacterial door push plate for use on the push side of the door. Using silver technology the coating combats pathogens deposited onto the surface by users and then works continuously 24/7.

Period of reducing cross contamination from one user to the next, the Purehold PUL plate is easily installed in under 10 seconds.

Cost on application see overleaf for details



Air Sanitising

The AirShield range of air purification products are designed and manufactured by Airshield Technology International Limited, a UK company who specialise in air purification products for controlling odour and infections in enclosed spaces.

To tackle odour control and infection AirShield AirShield Generators offer a permanent odour and control infections in any enclosed space.

Generators use chemicals to mask odours - they do not remove the causes of the odours. The AirShield air purifier utilises dual lamp ultraviolet light operating at the peak UV-C wavelengths, creating germicidal radiation, hydroxyl radicals, superoxide ions, plasma quanta and optional Ozon.

Cost on application see overleaf for details



General Security Guidance

- **Continue to raise awareness** of this threat through team briefings, (which could include the ACT e-learning package) be aware that another wave of the virus may return and a lockdown reintroduced.
- **Refer to the Coronavirus TBT** and discuss this with your teams
- **Sign up for the ACT App** - free to download ACT App, provides useful guidance on all aspects of protective security and is now being used for COVID-19 messaging in addition to CT specific messaging.
- **Ensure there is a good communication system in place** to inform people of an incident. Carry out a short exercise or test to check procedures and equipment for this are working correctly.
- **Property Maintenance is important:**
 - Patrol and check the site regularly to see if there are any obvious signs of an attempted break-in or damage.
 - Removing litter and graffiti as soon as possible and making sure that landscaping is cut back to assist with surveillance from passers-by and the CCTV system.
 - Flammable and combustible materials and substances should be stored in a secure, lockable container, cage or room. Bins should be securely stored away from the building to prevent arson.
- **Criminals are preying on the fears of COVID-19**, and sending scam emails that try and trick people into clicking on a bad link. The National Cyber Security Centre have produced guidance which explains what to do if you've already clicked, and provides some of the tell tale signs of scam emails to look out for.



Social Distancing & Queue Management

Work with the Centre Management team to discuss the following:

- **To update communication at entrances** with Covid-19 guidelines and any specific house rules
- If required by restrictions (i.e. a certain number of shoppers allowed into the centre), **limit the access and access points to the centre**, and place security colleagues or barriers at the doors to ensure compliance with the restrictions.
- Will there be a **one way system** around the malls? This may be a consideration
- **The use of lifts, escalators, stairs** - numbers of people at any one time
- Government guidance - maintain the recommended **two metres** between those queuing into centres or retailers
- Establish and communicate a **queue management policy** if social distancing is to be maintained
- **Be prepared to support tenants** with queue management - liaise with the Partner / Centre Manager as to what those requirements might be
- **Install floor stickers** to indicate the distance between queuing visitors at ATM's and other relevant areas
- Where possible, **route queues behind permanent physical structures** (e.g. street furniture, bollards, trolley parks & bike racks) to provide a visual deterrent and delay.
- Wherever possible, **provide hand sanitising opportunities**, particularly in loft lobbies, car park lobbies, back of house areas
- **In-mall communication** regarding social distancing and direction to nearest hand-wash/disinfection facilities
- **Consider differentiated / extended / early opening hours** as a service to at-risk groups
- **Minimise queuing** where possible and advise shoppers to come back at quieter times if possible



General Good Practice



- Consider continuing to look at shift patterns and rotas to **plan for excessive absenteeism**, look at cross training members of your team and stand in / step up roles for key positions.
- Make sure all **contact lists are up to date**, maintain WhatsApp groups with your team and Business Manager.
- **Training matrix** - make sure this is kept up to date any all colleagues have the correct training for cleaning methods and machinery.
- **Monitor stock levels** of consumables & PPE and ensure orders are placed in a timely manner so that products don't run out.
- **Refer to the preopening checklist** on a regular basis and discuss any concerns with your Business Manager.
- Ensure you are keeping up to date with any **new guidance** issued by Head of Health & Safety & Compliance and take part in your quarterly H&S conference call.

SIA Guidance on Queue Management

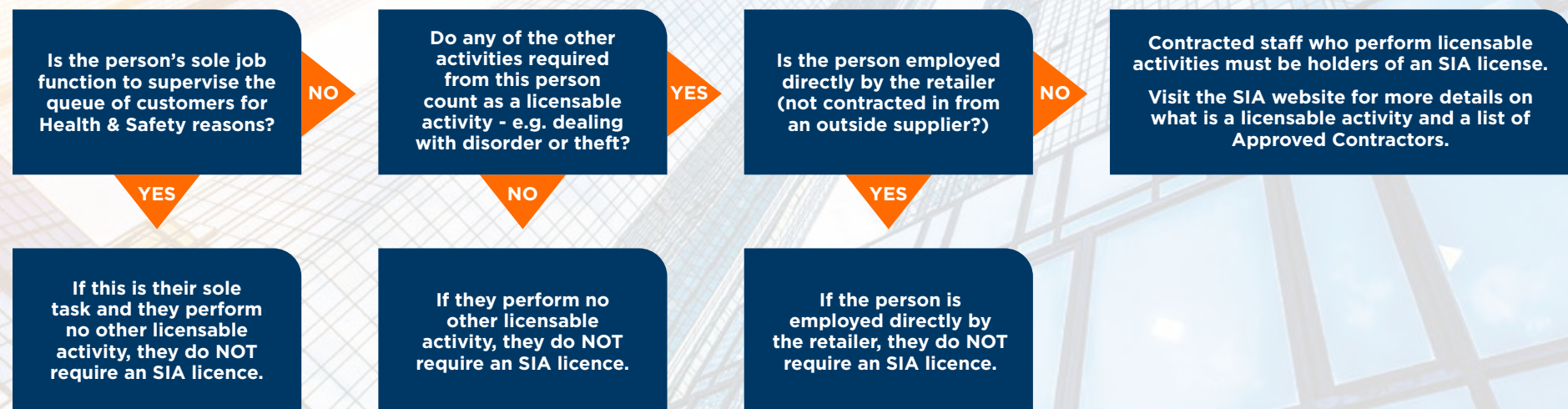
Many shops are asking customers to queue outside their premises to support social distancing. If there are people employed to manage a queue like this, they may need to hold an SIA licence.

If they do, and they don't have one, they will be **breaking the law**.

Any person contracted from a third party supplier who performs a licensable activity must have an SIA licence (or a Licence Dispensation Notice issued by the SIA to an Approved Contractor).

If the role includes any licensable activities such as preventing disorder or theft, they may be required by law to hold an SIA licence.

This simple guide is intended to help you decide if the person who is supervising the queues should be licensed.



Training

There are a number of ways to enhance training of your team:

- Westgrove Aspire E-Learning which includes:
 - COSHH
 - Health & Safety Basics & Essentials
 - GDPR Essentials
 - Manual Handling
 - Mental Health Awareness
 - Slips trips & falls
 - Ladder safety
 - Environmental Awareness
 - Bullying & Harassment
 - Stress Awareness
- Face-to-face training
- Tool Box Talks
- Professional training from industry bodies such as BICS (British Industry Cleaning Standards)
- First aid at Work (FAAW)
- Crowd control (queues outside retail premises)

If you would like further guidance about training requirements please speak to your Business Manager and check your training budget.

